



UNIVERSITY OF NAIROBI

INTERNAL ADVERTISEMENT

Applications are invited for the following position:

SENIOR ICT OFFICER (TELEPHONE OPERATIONS) GRADE DEF, INFORMATION AND COMMUNICATION TECHNOLOGY CENTRE (ICTC), CENTRAL ADMINISTRATION, ADVERT REF AD/9/203/23 - 4 POSTS

Job Specifications (Applicants shall have)

- Either a BSc. Degree in Information Sciences **OR** a Higher Diploma in communication equivalent qualifications from a recognized institution plus five (5) years experience at the level of ICT Officer Grade ABC. In addition, should have at least one (1) year experience in communication services support that must include Call Centre management.
- Must possess the following: technical skills in telephone operations; effective communication and good interpersonal skills and good systems analytical and diagnostic skills.

Duties and responsibilities:

1. To train users in and provide support for proper use and access of communication resources and services.
2. To implement and enforce communication policies and standards
3. To manage assigned segments of call centers.
4. To adequately document communication services and related issues.
5. To Monitor and ensure continuous improvement of services
6. To record reported faults and communicate to the technical team
7. Supervision of call center staff
8. To perform any other duties assigned by the Deputy Director, Communication

NOTES

1. Applicants should email their application letters, certified copies of certificates and curriculum vitae (CV) giving details of their qualifications, experience and three (3) referees, as well as indicating their telephone and e-mail contacts.
2. Applications and related documents should be forwarded to the Director, Human Resource, University of Nairobi.
3. Applicants should state their current designations, salaries and other benefits attached to those designations.
4. The application letter must bear the reference code indicated in the advertisement.
5. Late applications will not be considered.
6. Applications should be emailed as one file in PDF to: recruit-sictoto@uonbi.ac.ke

CLOSING DATE: FRIDAY, OCTOBER 13, 2023

**THE UNIVERSITY OF NAIROBI IS AN EQUAL OPPORTUNITY EMPLOYER.
ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED.**